

PRIVACY POLICY

Association/Club	South Canberra Football Club
Contact Email	football@southcanberraafc.org.au
Club Website	southcanberraafc.org.au
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1. ACKNOWLEDGEMENT OF COUNTRY

South Canberra Football Club would like to acknowledge the Traditional Owners and Custodians of the lands on which we meet, play and train, the Ngunnawal people. We pay our respects to Elders past, present and emerging, and extend this acknowledgement and respect to Aboriginal and Torres Strait Islander peoples within our club, and our broader community.

2. SOUTH CANBERRA FC

South Canberra Football Club (Incorporated Association A06198) is a community sporting group based in the Australian Capital Territory, Australia. This Policy applies to South Canberra Football Clubs and each of its related companies and subsidiaries (referred to in this Policy as South Canberra FC, we or us).

3. ABOUT THIS POLICY

This Policy sets out the way in which South Canberra FC collects, uses and discloses personal information and also explains your rights and how to contact South Canberra FC. South Canberra FC is committed to protecting your personal information in accordance with Privacy Act 1988 (Cth). Please read the text carefully.

We may modify or update this Policy from time to time by publishing a new version of the Policy on the South Canberra FC Website: southcanberraafc.org.au. We will indicate any changes by updating the date of this Policy. If you have any questions about this Policy, please contact South Canberra FC using the details in section 15.

4. SUMMARY

South Canberra FC may collect, use, hold and disclose personal information that we collect from you or from third parties for a variety of purposes, including to provide or promote our services to you. You can opt-out of receiving marketing materials from South Canberra FC at any time by utilising the unsubscribe feature on any electronic marketing communications that you receive, or in the case of other direct marketing materials by contacting South Canberra FC in accordance with section 15



South Canberra FC may disclose your personal information to third parties in the course of our operations, including to other football organisations. From time to time, we may also provide personal information to third parties outside Australia (sections 8 and 9)

South Canberra FC may collect information in relation to your use of our Website, any other website or social media platform of South Canberra FC, including through the use of cookies. Such information may be used to optimise or maintain our Website or other sites, as well as for advertising purposes (see section 10).

South Canberra FC takes reasonable steps to protect the personal information that we hold. This includes using password-protected encrypted systems to electronically store personal information (see section 11).

You have a right to access and/or correct personal information that South Canberra FC holds about you, or to make a complaint about our handling of your personal information. You can do so by contacting South Canberra FC using the details set out at the end of this Policy (see section 15).

5. WHAT KINDS OF INFORMATION DO WE COLLECT?

In the course of its operations, South Canberra FC may collect, use and disclose the personal information of players, volunteers, administrators, and other individuals for the purpose of governing and administering South Canberra FC, as described in this Policy. The precise nature of the collection, use and disclosure of personal information by South Canberra FC depends on the services you request and receive from, and your interaction with, South Canberra FC.

Personal information collected and held by South Canberra FC may include your name, address, phone numbers, email address, FFA number, date of birth, gender, and social media details.

Depending on the services you receive from South Canberra FC, we may also collect and hold details about your participation history, your favourite professional league club and membership history as well as your emergency contact information, and details of items ordered or purchased from South Canberra FC.

In certain circumstances, South Canberra FC may collect information about your health or other sensitive information about you (for example, information about your racial or ethnic origin or physical health). South Canberra FC may use health information about you to ensure that football programs in which you participate are run safely and in accordance with any special health needs you may have and for insurance purposes. South Canberra FC may also use



health information as required by the statutes, regulations, and policies of Football Australia, including medical and anti-doping testing and investigations.

In addition, South Canberra FC may use de-identified health information and other sensitive information to carry out research, to prepare submissions to government or a government body or to plan events, grant applications, and activities.

If you choose not to provide certain personal information, South Canberra FC may not be able to communicate with, or provide services to, you. For example, you may not be able to register to play football or participate in some of the activities hosted by South Canberra FC if you do not provide certain personal information.

6. HOW DO WE COLLECT AND HOLD YOUR PERSONAL INFORMATION?

We may collect your personal information from you or from a third party.

For example, South Canberra FC may collect personal information from you:

- (a) via the South Canberra FC Website or any other website or social media platform of South Canberra FC;
- (b) when you provide it to South Canberra FC by filling in forms approved by South Canberra FC from time to time;
- (c) when you contact South Canberra FC;
- (d) when you engage with South Canberra FC via social media;
- (e) when you subscribe to receive South Canberra FC related newsletters or other information; or
- (f) when you enter a competition or activity that is being conducted by, or on behalf of, South Canberra FC.

South Canberra FC may also collect personal information about you from third parties, including:

- (a) your representatives;
- (b) South Canberra FC corporate partners, supporters, sponsors, and suppliers;



- (c) ticketing agents and event organisers, when you purchase or reserve tickets to a South Canberra FC related event;
- (d) when you register with Capital Football or other member federation clubs of Football Australia, including via the Play Football website; and
- (e) the organisations identified under section 8 below.

7. FOR WHAT PURPOSES DO WE COLLECT, HOLD, USE AND DISCLOSE YOUR PERSONAL INFORMATION?

South Canberra FC may collect, hold, use and disclose your personal information for various purposes, including:

- (a) to verify your identity;
- (b) to ensure compliance with South Canberra FC policy, including the administration and development of the club;
- (c) to organise, conduct and promote and participate in football competitions, matches, programs and other events (including for the purpose of distributing newsletters, providing information and making ticket offers);
- (d) to develop programs, activities, events, products, services and merchandise relating to football;
- (e) to provide you with information about our products and services, including information about events, merchandise and activities, or which we reasonably believe may be of interest you;
- (f) to investigate and take action in the event that applicable laws or regulations are breached, including the FIFA laws of the game and competition codes of conduct;
- (g) to carry out market research and surveys;
- (h) to contact you if you win a prize in a competition you have entered and to send the prize to you;
- (i) to administer, manage and improve the South Canberra FC Website or any other website or social media platform of South Canberra FC and to provide you with, or optimise your, access to those outlets; and



- (j) for any use that is reasonably apparent at or around the time the information is collected or that is otherwise notified to you from time to time.

We may collect, use or disclose information about you in order to combine the information that we hold about you with information about you collected from or held by other trusted partners or from public sources. We do this in order to enable the development of player and volunteer insights about you so that we and those other trusted organisations can serve you better. This includes being able to better understand your preferences and interests, personalise your experience, enhance the products and services you receive, and to tell you about products and services. We may also use trusted service providers to undertake the process of creating these consumer insights.

8. TO WHOM DO WE DISCLOSE YOUR PERSONAL INFORMATION?

We may disclose your personal information for the purposes described in this Privacy Policy to:

- (a) a Football Administrator that you have registered with or expressed an interest in, which may then use your personal information to administer the game of football and keep you updated with information about them.
- (b) South Canberra FC's related bodies corporate or partners;
- (c) Fédération Internationale de Football Association (FIFA) and its members, including Football Australia;
- (d) the Australian Sports Anti-Doping Authority, Australian Institute of Sport and/or Australian Olympic Committee;
- (e) South Canberra FC's insurers;
- (f) South Canberra FC's professional advisors, including our accountants, auditors and lawyers;
- (g) third party service providers, suppliers and partners, such as ticketing agents;
- (h) government agencies, regulatory bodies and law enforcement agencies, or as required, permitted or authorised by law or where we have a public duty to do so, including for purposes of safety and security; and
- (i) where you have consented to your personal information being disclosed to others;
- (j) anyone to whom our assets (or any part of them) are transferred; and



(k) specific third parties authorised by you to receive information held by us.

South Canberra FC Partners or external Football Administrators may have separate privacy policies which apply to their collection, use and disclosure of your personal information. You should refer to that privacy policy for further details, including how you can contact the relevant South Canberra FC Partner or Football Administrator if you have any queries, or wish to make a complaint, about their handling of your personal information.

9. DO WE DISCLOSE YOUR PERSONAL INFORMATION OUTSIDE AUSTRALIA?

South Canberra FC will store personal information on data servers that are controlled by South Canberra FC and are located within Australia where reasonably possible. However, in some circumstances, we may disclose your personal information to third parties located outside Australia, including in the USA.

In all cases, by providing your personal information to us or using our services, you consent to the disclosure of your personal information outside Australia as set out in this Policy, and acknowledge that South Canberra FC is not required to ensure that overseas recipients handle your personal information in compliance with Australian privacy law. However, where practicable in the circumstances, South Canberra FC will take reasonable steps to ensure that overseas recipients handle personal information in a manner consistent with this Policy. You may have rights to enforce such parties' compliance with applicable data protection laws, but you may not have recourse against those parties under the Privacy Act 1988 (Cth) in relation to how those parties treat your personal information.

10. USING THE SOUTH CANBERRA FC WEBSITE

If you visit the South Canberra FC Website, South Canberra FC may record information such as your Internet Protocol (IP) address, browser type, Internet Service Provider (ISP), referring/exit pages, operating system, the South Canberra FC Website pages accessed and any information downloaded. This information is used for statistical, reporting and website administration and maintenance purposes, including identifying usage trends, to track users' movements around the South Canberra FC Website and to gather demographic information about South Canberra FC users collectively.



Like many other websites, the South Canberra FC Website may use ‘cookies’ from time to time. A cookie is a piece of data that allows us to identify and interact more effectively with your device. The cookie helps South Canberra FC to maintain the continuity of your browsing session and remember your details and preferences when you return. You can configure your web browser to reject cookies however some parts of our Website may not have full functionality in that case.

In some cases, South Canberra FC and its third-party service providers may use cookies and other technologies such as web beacons and JavaScript on a South Canberra FC Site in connection with online services like banner advertising, website analytics and surveys to collect information about your use of a South Canberra FC Site. The use of these technologies allows South Canberra FC and its third-party service providers to evaluate a user’s use of a South Canberra FC Website, deliver customised advertising content, measure the effectiveness of the advertising and provide other services relating to Website activity and internet usage. The services we may use from time to time include Google Analytics and Facebook. You can find more details in the privacy policies for those services, including information on how to opt-out of certain conduct.

When we send you emails or other electronic messages, South Canberra FC may record where you open the message and click on particular links. This helps us to better understand what information is of interest to you.

11. USE OF PHOTOGRAPHY

South Canberra FC may from time to time engage professional photographers to take photography or videography of members of South Canberra FC. South Canberra FC may also use volunteer photographers to take amateur photography or film at training, games, social activities or any other official event.

South Canberra FC may use photography or videography of club members for various purposes outlined in Section 7.

South Canberra FC will take all reasonable measures to ensure all members of South Canberra FC, members of the public, or any other persons present in photography or film have consented to the media being produced, and subsequently used for club purposes.

Photography or videography of minors at South Canberra FC will align with the guidance provided by Play By The Rules. Minors will not be photographed or filmed unless written consent is given by the parent or guardian of the minor.



You can withdraw consent of the use of your image in photography or film with South Canberra FC at any time by contacting the South Canberra FC in accordance with section 15 below.

12. PROTECTING YOUR PERSONAL INFORMATION

South Canberra FC takes the security of personal information seriously. South Canberra FC oversees management of personal information in accordance with this Policy and the Privacy Act 1988 (Cth).

South Canberra FC uses a number of physical, administrative, personnel and technical measures to protect the security and privacy of your personal information. For example, all electronic data that is held by South Canberra FC is stored on password protected and encrypted systems.

If you are considering sending us any other personal information through the South Canberra FC Website, any other website or social media platform of South Canberra FC or any other electronic means, please be aware that the information may be insecure in transit, particularly where no encryption is used (e.g. email). Any transmission is therefore at your own risk.

Where South Canberra FC has given you (or where you have chosen) a password which enables you to access certain parts of a South Canberra FC Website, any other website or social media platform of South Canberra FC, you are responsible for keeping this password confidential. South Canberra FC suggests that you do not share the password with anyone and to change it regularly.

13. HOW CAN YOU ACCESS AND CORRECT YOUR PERSONAL INFORMATION?

South Canberra FC takes reasonable steps to ensure the personal information that South Canberra FC collects, uses and discloses is accurate, complete and up-to-date. However, the accuracy of that information depends on the information you provide.

You have the right to access the personal information we hold about you and can request the correction of your personal data if it is inaccurate, incomplete or out of date. If you would like to do so, please contact South Canberra FC to submit an enquiry to access the personal information South Canberra FC holds about you.



If you provided your personal information via the South Canberra FC Website, you can also update that information at any time by logging onto the South Canberra FC site and submitting the updated information.

14. CAN YOU OPT OUT OF DIRECT MARKETING COMMUNICATIONS?

You can opt out of receiving marketing messages from South Canberra FC at any time by following the unsubscribe instructions on electronic marketing communications, or in the case of other direct marketing materials, by contacting the South Canberra FC in accordance with section 15 below.

15. CONTACTING SOUTH CANBERRA FC AND MAKING COMPLAINTS

You may contact South Canberra FC by writing to football@southcanberraafc.org.au.

You may complain about our collection, use or disclosure of your personal information by contacting South Canberra FC using the contact details above with your full name and contact details, together with a detailed description of the complaint. We will respond to your complaint within a reasonable period of time and inform you of the next steps we will take in dealing with your complaint. If we are unable to resolve your complaint, we will inform you of the further steps you can take.

